

## FREQUENTLY ASKED QUESTIONS ABOUT MEDICAL ASSISTANCE AND MANAGED CARE

Questions	Answers
<b>What does "Fee-for-Service" mean?</b>	Fee-for-service means that you can use your Medical Assistance ID card to go to any medical provider-- such as a doctor or pharmacy-- who accepts DSHS payment. The provider bills DSHS and DSHS pays the provider the fee for your medical service.
<b>How is Managed Care different from Fee-for-Service?</b>	With managed care, you are enrolled in a health plan. You will have a primary care provider (PCP) such as a doctor or nurse. You go to your PCP first for all your medical care. Your PCP will refer you to other medical providers if you need them. DSHS pays the plan and the plan pays the medical providers.
<b>Who is my managed care health plan?</b>	The Community Health Plan of Washington (CHPW).
<b>How do I pick a Primary Care Provider (PCP)?</b>	Call CHPW at 1-800-440-1561 to choose a clinic. You will then call your clinic to choose your primary care provider.
<b>What if I already go to a specialist?</b>	Talk to your Primary Care Provider (PCP) at your CHPW clinic <u>right away</u> . You may be able to get a referral to that specialist or one of CHPW's specialists, depending on the situation. It will depend on many things.
<b>What if I am on prescription medications?</b>	You need to talk to your CHPW Primary Care Provider right away. To get refills, you must go to one of CHPW's pharmacies.
<b>Can I get out of managed care?</b>	Only in two special cases: <ol style="list-style-type: none"> <li>1. If you are a Alaskan Native/ American Indian.</li> <li>2. If you have a strong</li> </ol>

	<p>medical reason to use a doctor or other provider who is not in CHPW.</p> <p>If one of these reasons apply to you, call 1-800-562-3022.</p>
<b>What if I have questions?</b>	Call CHPW at 1-800-440-1561.